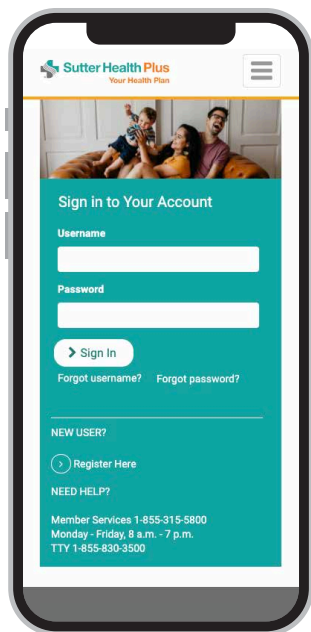


Managing Care and Coverage

Convenient Member Tools



Member Portal – shplus.org/memberportal

We offer a member portal for your convenience. After you register for the portal, you will have easy access from your smartphone, tablet or computer to:

- ✓ Change your PCP
- ✓ Request or print member ID cards
- ✓ Check your eligibility, benefits, copays, and claims information
- ✓ View, save and print a summary of individual and family deductibles and out-of-pocket balances
- ✓ Pay your individual and family plan premium through the Sutter Health Plus Online Payment Center
- ✓ Review your *Benefits and Coverage Matrix (BCM)*, *Evidence of Coverage and Disclosure Form (EOC)*, and *Summary of Benefits and Coverage (SBC)* for your medical plan and any of your optional benefits you or your employer elected
- ✓ Navigate to the Health and Wellness site
- ✓ Read and use Sutter Health Plus forms, resources and member newsletter
- ✓ View correspondence

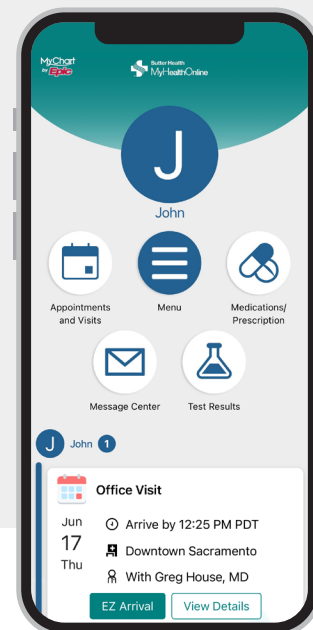
My Health Online – mho.sutterhealth.org

As a Sutter Health Plus member, you can enroll in MHO*, a convenient way to manage your health when and where you want. With MHO, it's easy to stay connected with your care team and have 24/7 access to your health information. You can:

- ✓ Book a video visit
- ✓ Email your care team
- ✓ Make an appointment
- ✓ Sign up for text reminders
- ✓ Sign up for Fast Pass
- ✓ Renew prescriptions
- ✓ View test results
- ✓ Update your health history
- ✓ Pay bills and your copays online
- ✓ Complete EZ arrival for contactless check-in
- ✓ View your hospital stay through Bedside Mobile
- ✓ Invite family or caregiver for proxy access
- ✓ Navigate to your Sutter Health Plus Member Portal

Care Companion-Healthy Pregnancy

If you are pregnant and seeing a maternity care provider who participates in MHO, you have access to a new interactive care plan called Care Companion-Healthy Pregnancy. This feature designed for low-risk pregnancies offers a personalized care plan that guides you through your pregnancy journey. For information, please visit sutterhealth.org/healthypregnancy.



* If your primary care physician does not participate in MHO, your functionality may be limited to viewing lab and test results from Sutter facilities, and scheduling Sutter Walk-In Care or video visits.

The My Health Online App is powered by MyChart® licensed from Epic Systems Corporation, ©1999–2022.